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OCT 10 2008  
2006-222-C  
2006-223-C  
2000-520-C

October 1, 2008

C. Dukes Scott  
Executive Director  
SC Office of Regulatory Staff  
1401 Main Street, Suite 900  
Columbia, SC 29201

**CONFIDENTIAL**

Charles Terreni  
Chief Clerk and Administrator  
SC Public Service Commission  
Saluda Building, 101 Executive Center Dr.  
Columbia, SC 29210

Re: Quality of Service Reports for **Hargray Telephone Co., Inc.**; **Bluffton Telephone Co., Inc.**; and **Hargray, Inc.** for the quarter ended 09/30/08.

Dear Sirs:

Please find the enclosed Quality of Service Reports for the companies outlined above. We request that this information be kept confidential and not available for public inspection.

Should you have any questions or concerns regarding the enclosed, please contact me directly at (843) 815-1906.

Sincerely,

Cissy Zareva  
Regulatory Assistant

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME BLUFFTON TELEPHONE COMPANY

QUARTER / YEAR Q3 / 2008

| Reporting Month  | JULY       | AUGUST     | SEPTEMBER  |
|--|------------|------------|------------|
| Number of Customer Access Lines Provided:  |            |            |            |
| via Resale   | ~          | ~          | ~          |
| via UNE-P  | ~          | ~          | ~          |
| via Other Methods  | [REDACTED] | [REDACTED] | [REDACTED] |
| Total Line Count   | [REDACTED] | [REDACTED] | [REDACTED] |
| <u>Trouble Reports / Access Line (%)</u><br>Objective: <7%                             | [REDACTED] | [REDACTED] | [REDACTED] |
| <u>Customer Out of Service Clearing Times(%)</u><br>(Objective: > 85% w/in 24 hrs)     | [REDACTED] | [REDACTED] | [REDACTED] |
| <u>New Installs Completed w/in 5 Days(%)</u><br>(Objective: > 85% w/in 5 working days) | [REDACTED] | [REDACTED] | [REDACTED] |
| <u>Commitments Fulfilled(%)</u><br>Objective: >85%                                     | [REDACTED] | [REDACTED] | [REDACTED] |

Explanation for Objectives Not Met \_\_\_\_\_

Does your company use its own switching facilities  
to provide services within South Carolina?

YES ☒ NO ☐

Person Making Report / Contact Information: \_\_\_\_\_

*[Signature]* R. Braggs



















PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY TELEPHONE COMPANY

QUARTER / YEAR Q3 / 2008

| Reporting Month  | JULY  | AUGUST  | SEPTEMBER   |
|--|---|---|---|
| Number of Customer Access Lines Provided:  |   |   |   |
| via Resale   | ~   | ~   | ~   |
| via UNE-P  | ~   | ~   | ~   |
| via Other Methods  |   |   |     |
| Total Line Count   |  |  |    |
| <u>Trouble Reports / Access Line (%)</u><br>Objective: <7%                             |  |  |    |
| <u>Customer Out of Service Clearing Times(%)</u><br>(Objective: > 85% w/in 24 hrs)     |  |  |    |
| <u>New Installs Completed w/in 5 Days(%)</u><br>(Objective: > 85% w/in 5 working days) |  |  |    |
| <u>Commitments Fulfilled(%)</u><br>Objective: >85%                                     |  |  |  % |

Explanation for Objectives Not Met \_\_\_\_\_

Does your company use its own switching facilities  
to provide services within South Carolina?

YES ☒

NO ☐

Person Making Report / Contact Information:

 R. Drake

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY, INC.

QUARTER / YEAR Q3 / 2008

| Reporting Month  | JULY       | AUGUST     | SEPTEMBER  |
|--|------------|------------|------------|
| Number of Customer Access Lines Provided:  |            |            |            |
| via Resale   | ~          | ~          | ~          |
| via UNE-P  | ~          | ~          | ~          |
| via Other Methods  | [REDACTED] | [REDACTED] | [REDACTED] |
| Total Line Count   | [REDACTED] | [REDACTED] | [REDACTED] |
| <u>Trouble Reports / Access Line (%)</u><br>Objective: <7%                             | [REDACTED] | [REDACTED] | [REDACTED] |
| <u>Customer Out of Service Clearing Times(%)</u><br>(Objective: > 85% w/in 24 hrs)     | [REDACTED] | [REDACTED] | [REDACTED] |
| <u>New Installs Completed w/in 5 Days(%)</u><br>(Objective: > 85% w/in 5 working days) | [REDACTED] | [REDACTED] | [REDACTED] |
| <u>Commitments Fulfilled(%)</u><br>Objective: >85%                                     | [REDACTED] | [REDACTED] | [REDACTED] |

Explanation for Objectives Not Met

Does your company use its own switching facilities  
to provide services within South Carolina?

YES ☒

NO ☐

Person Making Report / Contact Information:

*[Handwritten Signature]*